



Microsoft Exchange Service Offering

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Explanation of the Exchange Service Offering

Statement of Service

Email has become a vital means of business communication; therefore, email systems must be as reliable and dependable as phone systems. In fact, it can be argued that in many instances email availability is more critical than telephone availability. Ensuring that email is reliable, secure, and technologically up-to-date, is for many organizations, difficult, expensive, and a drain on your technical support staff.

The California Department of Technology Services (DTS) Microsoft Exchange messaging management and hosting service provides customers with email and related messaging services that are reliable and secure. The DTS maintains the messaging service 7 days a week, 24 hours a day, and enhances the service with email management tools, anti-virus protection, and the reliability of a DTS-wide uninterruptible power supply.

There are two components to the Microsoft Exchange messaging system, the Exchange servers and the Outlook desktop software (known as the Outlook client). The Exchange servers, located at and supported by the DTS, contain all mailboxes (inbox, calendar entries, contacts, deleted items, sent items, and tasks) and public folders. They also provide virus protection, data backup and recovery, and connectivity to other email systems (including Internet email), and the statewide global address list.

Typically, the Outlook client software is purchased, installed, and supported by the customer on each connected workstation to provide connectivity and access to the Exchange service described above. However, the DTS will work with customers to assist in the Outlook rollout by providing the desktop configuration information necessary to establish connectivity.

To obtain additional information about this service, contact the Customer Delivery Division at (916) 454-7225.

Service Offering Highlights

Mail Box Size

The standard Exchange Service Offering provides customers with 45MB of server hard disk storage per user mailbox, including Inbox, Tasks, Contacts, Calendar, Deleted Items, Sent Items, and personal folders. Storage is "pooled" for each customer, based

on that customer's total number of seats. Thus, a customer with 100 seats is allotted 4500MB of server storage.

Internet Email

The DTS Exchange service enables users to send messages via the Internet to any individual who utilizes an Internet connection.

Public Folders

Public folders are repositories for information that different users on the same mail system can share. Public folders can be used as a central repository for a variety of pieces of information. Users can store business contacts, meeting minutes, policy and procedure documentation, as well as shared task lists and notes. Public folders can also contain custom forms for contributing and reviewing information, rules, and views for finding and organizing information. Storage space for public folders and backups of the folders' contents are included in the basic service offering.

Directory Services

Users of the DTS Exchange service are provided with a Global Address List (GAL) comprised of all DTS Exchange mailboxes plus the mailboxes of other Exchange systems connected to the DTS. The GAL is updated multiple times each day to ensure that it contains the most up-to-date information. Additionally, lists of email addresses from other government mail systems are imported into the GAL on a daily basis.

Security

The DTS provides industry-standard security using hardware and software protocols to protect the Exchange service from unauthorized access, modification, and deletion.

Virus Protection

The DTS provides two levels of virus protection: first at the incoming email (SMTP) gateway, and second at the mailbox server. Updates are automatically made to the anti-virus software on a nightly basis, or more often as needed, to ensure the highest level of protection from the latest viruses.

The DTS scans all Exchange email (including attachments) as it enters and/or exits the system using a virus-protection software package. If an infected email/attachment is detected and the anti-virus software can eliminate the virus from the email, the

email/attachment will be automatically cleaned and delivered to the recipient along with a notification to the author. If the anti-virus software cannot eliminate the virus from the email/attachment, it is deleted from the system and a notice will be sent to the DTS Exchange System Administrators, the author, and the recipient.

Nightly Backup of Mailboxes

All Exchange mailboxes (Inbox, Calendar, Tasks, Contacts, Deleted Items, Sent Items, and public folder contents) are backed up on a nightly basis. Mailboxes can be restored from backup media when necessary.

Roles and Responsibilities

DTS Responsibilities

Implementation Planning

Changing or adding an email system to any office can be a daunting task. Our experience with other Exchange customers affords us with the expertise to help customers develop effective and detailed Exchange implementation plans.

Microsoft Exchange Service Setup and Configuration

The DTS technical support staff sets up and configures Exchange mail service to integrate efficiently with each customer's network configuration and user population size. The DTS continually evaluates its messaging infrastructure to ensure operational integrity and the ability to grow as needed.

Desktop Computer Configuration Settings

The DTS provides customers with the necessary configuration settings to ensure that as customers configure their Outlook clients they will be able to connect to the DTS Exchange servers. Additionally, the DTS offers on-site support for desktop configurations through a third-party contract.

Service Reporting

The DTS messaging unit will provide monthly Exchange service reports to the customer's designated representative for review. Under the subheading of Exchange service reporting in section five of this document there is a web link to the monthly reports and a detailed breakdown of the report's contents.

Customer Responsibilities

NT Authentication

The customer is responsible for providing, setting up, and supporting a Windows NT 4.0 or Windows 2000 server to function as a domain controller. The domain controller provides a local point of authentication to the Exchange service for the customer.

Desktop Systems

The standard DTS Microsoft Exchange service offering does not provide the Outlook client software for installation onto users' desktop computers. Unless other service arrangements are made with the DTS (e.g., use of the DTS's third party desktop support contract), the customer has full responsibility for all Outlook desktop software and hardware installation and configuration. For any desktops that run a client software package other than Microsoft Outlook, the DTS cannot guarantee that the user will be able to undelete email from their systems since this is a software feature only available in Outlook.

Adds, Changes, and Deletes

Customers shall provide their own staff resources and develop their own business policies for adding, changing, and deleting Exchange user accounts and public folders. The customer will also be responsible for removing old files, public folders, and unused mailboxes. For customers who are unable, or do not desire, to perform their own Exchange user account administration functions, the DTS offers on-site support for these functions through a third-party contract.

Joint Responsibilities (DTS and Customer)

Maintenance of Secure Connections (Trust Relationships)

Secure connections must be maintained between customer sites and the DTS Exchange servers. These connections are known as Trust Relationships. The DTS assists customers in establishing the initial Trust Relationship. Thereafter, the customer and the DTS work to jointly maintain the connection.

Public Folders

The DTS will create the top level of the public folder hierarchy so that each customer has a single top-level public folder. Customers may create any number of sub-folders.

The customer is responsible for setting public folder properties (access controls) that ensure only authorized users can view and/or change stored information.

Desktop Anti-Virus Protection

Customers are strongly encouraged to employ anti-virus protection software on each desktop and to ensure the anti-virus software remains up-to-date to minimize the occurrence of viruses on the Exchange system.

Exchange Service Offering Startup Checklist (Customer Responsibilities)

- Connectivity:
 - Provide a local area network environment with connectivity to the DTS secured network.
 - Provide a Windows NT 4.0 or Windows 2000 Server to serve as a domain controller.
- Desktop:
 - Purchase the Exchange client access licenses as well as the Outlook PC software to connect to the Exchange server (Note: Outlook is part of the Microsoft Office suite of products).
 - Provide user with desktop configuration and support.
 - Install and configure the Outlook software on users' PCs using DTS -provided configurations.
 - Troubleshoot and resolve any workstation hardware or software issues.
 - Arrange for Outlook user training. (Note: Training in the use of Outlook is available at the DTS Training Center.)

Exchange Administration Duties Checklist (Customer Responsibilities)

- Provide day-to-day administration – moves, adds, changes, deletes.
- Create new mailboxes, delete old mailboxes, and change current mailbox information.
- Create and delete user and Public folders, maintain access permissions, and manage the folder contents.
- Maintain distribution lists by adding, modifying, or deleting as appropriate.
- Provide NT domain authentication.
- Manage the allocated storage and request additional storage as necessary.

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Getting Help

The DTS Service Desk is staffed 7 days a week, 24 hours a day and may be contacted at 916-739-7640.

DTS Service Desk Process

- The customer contacts the DTS Service Desk.
- An incident ticket is opened, a severity level assigned, and routed to the appropriate unit.
- DTS technical staff works to resolve the issue and updates the ticket.
- The Service Desk keeps the customer updated as to the issue status.
- Once the incident/problem is resolved, the technical staff notifies the Service Desk.
- The customer is notified of the ticket resolution. If the customer is satisfied with the resolution, the ticket is closed.

Gold Camp Customer's Help Desk Process¹

- Gold Camp customers using the DTS Exchange service must contact the Gold Camp Service Desk to report the incident.
- The Gold Camp Service Desk opens an incident ticket.
- Gold Camp's technical staff troubleshoots the incident.
- Gold Camp's technical staff resolves the incident with Gold Camp's network if applicable.
- If the incident/problem is determined to be an Exchange issue, Gold Camp's Service Desk calls the Cannery Service Desk.
- The Service opens a ticket, assigns a severity level, and routes it to the appropriate technical staff.
- Technical staff work to resolve the issue, then update the ticket.
- The Cannery Service Desk keeps Gold Camp's technical staff and the customer updated as to the issue status.
- Once the incident/problem is resolved, the technical staff notifies the Service Desk.
- The Service Desk contacts Gold Camp's Service Desk and technicians so they may close out the ticket and notify the customer of the resolution.

¹ This process will change when the Cannery and Gold Camp Service Desks are consolidated.

Customers shall provide first level support for Exchange user issues or utilize the desktop support contract available from the Cannery. In either case, the customer will field all Exchange customer software (i.e., MS Mail, Outlook, Exchange) calls, and determine if the problem involves the DTS Exchange service. If a problem involves the DTS Exchange service, first level support must open a trouble ticket and forward that ticket to the Service Desk for assistance.

Note: Customers with access to the DTS incident reporting system may open a ticket directly in that system. Customers without access to the DTS incident reporting system will need to open a ticket with the DTS by phone. Customers interested in obtaining direct access to the DTS incident reporting system should contact the DTS Customer Delivery Division at (916) 454-7225.

Escalation Process

The following individuals should be contacted in the order they are listed to escalate a incident ticket that has not been satisfactorily resolved:

DTS Service Desk	(916) 739-7640
Cannery Customer Delivery Division	(916) 454-7225
David Rial, Manager, Wintel Section, Engineering	(916) 739-7928

Exchange Service Offering Objectives

System Availability

The DTS commitment to customers is to meet or exceed all documented Exchange service offering objectives. System availability is defined as functional access to the Microsoft Exchange messaging system by users with the ability to send and receive email and use the other functions of the Microsoft Outlook client software. System availability is divided into five categories: Prime Shift, Off Shift, System Maintenance, Extended System Maintenance, and Emergency Remedial Maintenance. Each category has its own target availability as follows:

Prime Shift

Prime shift hours are from 6:00 AM until 6:00 PM, Monday through Friday (excluding State holidays). The DTS has established a system availability target of at least 99.5 percent during this timeframe.

Off Shift

The hours from 6:00 PM until 6:00 AM, Monday through Friday, and all day on weekends and State holidays are considered less critical hours of operation. During this period, the DTS has established a target of at least 95 percent for system availability.

System Maintenance

The hours between 11:30 PM on Sundays and 4:00 AM on Mondays are reserved for performing the tasks required to maintain optimal operation of the Exchange messaging service. During this period, system interruptions and service unavailability may occur.

Extended System Maintenance

Extended preventative maintenance occurs when the required software or hardware maintenance cannot be completed within the normal timeframe for system maintenance. Customers will be contacted to coordinate any extended system maintenance.

Emergency Remedial Maintenance

This maintenance occurs when critical system maintenance must be applied. Customers will be notified when such maintenance must be applied and kept informed of when service will again be available.

Incident Tracking and Resolution

The DTS Service Desk provides our customers with a single point of contact that accepts, records, and manages reported incidents/problems. The Service Desk will open a ticket and contact the appropriate support staff. The tracking system will detail any action taken and provide status updates. The Service Desk will track the incident/problem until a resolution is reached.

Data Backup and Disaster Recovery

Data backup and disaster recovery planning give the DTS the ability to recover data or systems in the event of a hardware/software failure or catastrophe. The DTS performs the necessary system backups in order to guarantee both the integrity of customer data stored on the Exchange servers, as well as the DTS ability to recover that data as needed (see Operational Recovery below).

Backups are done online nightly, Monday through Saturday. The DTS will maintain enough backup sets to preserve a minimum of four weeks of system backups.

Recovery from Deletion

The DTS will configure the Exchange service to ensure that customers can recover email and public folder files from deletion. The recovered data will be available to the requestor within five business days from the date the DTS receives the approved customer request, as follows:

Email

Users may recover items from their Deleted Items folder for up to 14 calendar days (the day of deletion is considered the first day), after which, the email will be removed from the system.

Public Folders

The owner of the public folder may recover items from a deleted public folder for up to 14 calendar days (the day of deletion is considered the first day), after which, the items will be removed from the system.

Restore Request Process

- When data restoration is needed, the requestor must obtain authorization from his/her department's Exchange administrator.
- Once the authorization is received, the requestor contacts his/her department's help desk to open a help desk ticket.
- The department's help desk forwards the ticket to the DTS Service Desk (by opening an incident ticket in the DTS incident reporting system directly or by phone).
- The ticket is assigned to the appropriate technical staff.
- Because the DTS keeps 14 days' worth of "deleted information" online, there are times when a restoration request is not needed. If this is the case, the DTS Service Desk will notify the department's help desk and return the ticket for closure within 24 hours.
- If the requested data is onsite at the DTS, the entire mailbox is extracted to a file. (If it is not onsite, it is requested from off-site storage via Operations prior to extraction.)
- The DTS technical staff notifies the customer help desk and provides the file location along with instructions for restoring the data.
- The DTS technical staff updates the ticket and then returns it to the Service Desk for customer notification and closing within five days.
- The customer's support staff is responsible for restoring the data.

Operational Recovery

The DTS will respond to a system failure during Prime Shift in no less than four business hours. The DTS will recover service from system failures in no less than 12 business hours unless the DTS has experienced a catastrophic disaster (i.e., destruction of all or part of the DTS).

Reporting Requirements

Monthly Reports

Exchange service availability reports are processed and posted to the DTS Web site (<http://intranet.cahwnet.gov/overview/tid/messaging/eddrpt.asp>) by the fifteenth business day of each month. Reports show the previous month's statistics.

Basic reports include the following:

System Availability

Normal Business and Off-Hour Availability

The report includes a graph that shows the monthly system availability by percentage.

System Statistics - Server Availability

A graphic depiction is provided of each one of the servers by name, number of users on each server for the month, down time for both business and off-hours and the percentage of time the servers were available during the month.

Data and Operational Recovery

A summary is provided reflecting the number of recoveries requested during the month. The DTS Service Desk incident ticket number is also included as a reference.

Viruses

The following information is included:

- A chart reflecting the number of viruses detected during the month
- A count of the automatically deleted email that could not be repaired by the virus software
- A count of the cleaned email that was inoculated before delivery

System Occurrences (Non-Exchange Outages)

The successful delivery of the Exchange service depends upon a number of components outside of the DTS control. Although these outages are not caused by the failing of the Exchange service, they are reported here as an informational service to the customer.

Outage Information

Any outages that occurred during the month are explained in detail in the Outage Information section. Specific dates, times, and a brief explanation of the outage as well as the help desk ticket number are referenced in this section of the report.

Termination of the Exchange Service Offering

Both the DTS and the customer agree to deal in good faith with one another and to attempt problem resolution at the lowest appropriate level. Either party reserves the right to terminate the contract for this service offering if economic studies indicate there are lower cost alternatives, if the costs are determined to be unreasonable or unnecessary, if funding is not available, or if the service consistently fails to meet the service objectives listed in the service offering documentation.

A written termination notice will be required 90 days in advance of the proposed termination date. The DTS cannot be held liable for liquidated damages for breach of the service level objectives contained within the service offering documentation.

Upon termination or other expiration of this service offering, each party will take all reasonable action to assist the other party in the orderly termination and transition process. This is to include, but not limited to, transfer of all assets, tangible and intangible, as may facilitate the orderly, non-disrupted business continuation of each party. In the event that the customer terminates the contract for service offering, the customer will pay the DTS forthwith for all work performed up to the date of termination and for any expense incurred by the DTS directly attributable to providing and terminating the service offering.

Appendix A

Definition Statements

Exchange

Hardware and software housed at the DTS which support the Microsoft email/messaging service

Outlook

Software residing on the customer workstation that provides access to the Exchange service

Change Control Process

Any changes to the DTS production environment are thoroughly tested in a lab environment prior to implementation. Changes are managed through the DTS Change Management Process, which logs and alerts interested parties to the change and explores the potential impact to users and system administrators.

Storage Capacity

Each mailbox is allocated 45MB of storage. Mailbox storage includes the Calendar, Contacts, Deleted Items, Inbox, Journal entries, Sent Items, Tasks, and all other personal folders stored within each mailbox. Storage is allocated in a “pool” for each customer’s management. Currently, there is no established fee for additional mailbox storage. A rate is under development and will be published at the earliest opportunity. The DTS reserves the right to bill additional charges to the customer should additional storage be required.

Virus Protection

Two levels of virus protection are provided: first at the incoming email (SMTP) gateway, and second at the mailbox server. Updates are automatically made to the anti-virus software on a nightly basis, or more often as needed, to ensure the highest level of protection from the latest viruses.

The DTS scans all Exchange email (including attachments) as it enters and/or exits the system using a virus protection software package. If an infected email/attachment is detected and the anti-virus software can eliminate the virus from the email, the email/attachment will be automatically cleaned and delivered to the recipient along with a notification to the author. If the anti-virus software cannot eliminate the virus from the email/attachment, it is deleted from the system and a notice will be sent to the DTS Exchange System Administrator, the author, and the recipient.

Distribution Lists

A distribution list is a group of email addresses. Distribution lists provide an easy way to send messages to a group of people all at once. Local Exchange administrators have the ability to create global distribution lists that are available on the GAL. Personal distribution lists can be created by individual users and are available only in the user's personal address book. Exchange users can use distribution lists in messages, task requests, meeting requests, and other personal distribution lists.

Outlook Web Access

Outlook Web Access is basic email, limited calendar functionality, and scheduling via a web browser.

Appendix B

Severity Code Definitions

The matrix shown below contains the definitions of trouble ticket severity codes and the required response times for accepting trouble tickets and providing customer feedback on the problem resolution. Severity levels are assigned by the DTS Service Desk at the time a trouble ticket is reported.

Severity Level	Impact/Description	Resolution
Severity One	<p>Severe impact to the site, for example:</p> <ul style="list-style-type: none">◆ Network-wide outage,◆ NT/Exchange server outage, and◆ Workstation outage with no other workstation available.	<p>Service Desk opens or accepts ticket within 15 minutes.</p> <p>Technician responds to dispatch within 15 minutes and gives an estimated time of arrival (ETA) and problem description to Service Desk within one hour. Service Desk updates ticket. Technician continues to provide verbal updates to Service Desk every 60 minutes.</p> <p>Service Desk notifies customer of ticket status every hour via phone or other negotiated means.</p> <p>Technician updates ticket within one business day of problem resolution.</p>
Severity Two	<p>Operations continuing but greatly degraded; multiple users affected, for example:</p> <ul style="list-style-type: none">◆ Degradation of critical application,◆ Intermittent network problem, and◆ Intermittent file server problem.	<p>Service Desk opens ticket within 30 minutes.</p> <p>Technician responds to dispatch within 15 minutes and gives ETA and problem description to Service Desk within one hour. Technician continues to provide verbal updates to Service Desk daily.</p> <p>Service Desk notifies customer of ticket status daily.</p> <p>Technician updates ticket within one business day of problem resolution.</p>
Severity Three	<p>Operations affected less than once a week; single user affected, for example:</p> <ul style="list-style-type: none">◆ Problems that degrade but do not prevent accessibility/usability◆ Workstation outage with other workstations available, and◆ Degradation of non-critical application.	<p>Service Desk opens ticket within one hour.</p> <p>Technician responds to dispatch within 15 minutes and gives ETA and problem description to Service Desk within one day. Technician continues to provide verbal updates to Service Desk daily.</p> <p>Service Desk notifies customer of ticket status every two days.</p> <p>Technician updates ticket within one business day of problem resolution.</p>

Severity Level	Impact/Description	Resolution
Severity Four	<p>Minimal impact to operations, for example:</p> <ul style="list-style-type: none"> ♦ Problem with low impact to user, and ♦ Scheduled outage. 	<p>Service Desk opens ticket within two hours.</p> <p>Technician responds to dispatch within 15 minutes and gives ETA and problem description to Service Desk within one day. Technician continues to provide verbal updates to Service Desk every other day.</p> <p>Service Desk notifies customer of ticket status weekly.</p> <p>Technician updates ticket within one business day of problem resolution.</p>